## **BMW Group**

RECEIVED 2008 JUNE 4 - 2:30 PM OFFICE OF RECALL MANAGEMENT DIVISION

May 27, 2008

Mr. Daniel Smith Associate Administrator for Enforcement National Highway Traffic Safety Administration 1200 New Jersey Ave., S.E. Washington, DC 20590



08V-254

(6 Pages)

Re: Recall Campaign

Front brake lines

2006-2008 BMW R1200 R, R1200 GS, R1200 ST

Dear Mr. Smith:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573.

Pursuant to Section 573.6(c) of the above, we submit the following information.

1. Manufacturer:

Bayerische Motoren Werke AG (BMW AG)

Designated Agent:

BMW of North America, LLC

Woodcliff Lake, New Jersey 07677

2. <u>Make</u>:

**BMW** 

Model Year / Model:

2007-2008 / R1200 R 2006-2007 / R1200 GS

2007 / R1200 ST

## Inclusive Dates of Manufacture:

Company

BMW of North America, LLC

BMW Group Company

Mailing address

PO Box 1227 Westwood, NJ 07675-1227

Office address

300 Chestnut Ridge Road Woodcliff Lake, NJ 07677-7731

**Telephone** (201) 307-4000

Fax (201) 782-0764

Website bmwusa.com R1200 R (Aug 30, 2006 – Feb 5, 2008) R1200 GS (Jul 06, 2006 – Jul 6, 2007) R1200 ST (Jan 30, 2007 – Jun 15, 2007)

- 3. The number of motorcycles containing the problem is approximately 1,195 R1200 R, 28 R1200 ST and 2,025 R1200 GS models.
- 4. The percentage of motorcycles estimated to actually contain the problem is 100%.
- 5. The problem involves the front brake lines. Due to the current routing of the front brake lines, it is possible that during riding, and therefore associated vibration, the brake lines could be under strain. If the vibration/strain is significant, the brake lines could split and start to develop a leak. If the leak became significant, brake fluid could escape. If this happened, the level of fluid in the reservoir of the front brake system could drop. If this goes unnoticed, and the brake fluid level drops significantly, the front brakes could fail. However, the rear brakes are available and are capable of slowing and stopping the motorcycle.







6. BMW became aware of this matter as a result of a limited number of non-US field reports, as well as, from reports involving test vehicles.

Subsequent investigations and analyses resulted in a determination of the specific problem and the range of potentially affected motorcycles.

BMW has not received any reports, and is otherwise not aware, of any accidents or injuries as a result of this problem.

- 7. Not applicable.
- 8. BMW will conduct a recall campaign to remedy the affected motorcycles. New brake lines, with modified routing, will be installed on all affected motorcycles.

BMW expects to begin and complete dealer and owner notification in June 2008.

- 9. Not applicable.
- 10. A copy of the Service Bulletin will be submitted when available.
- 11. A draft copy of the owner notification letter is attached.
- 12. Not applicable.

Sincerely,

Jan Urbahn General Manager

Safety Engineering and Intelligent Transportation Systems

Attachment

## TREAD ACT CUSTOMER REIMBURSEMENT PLAN (BMW of North America, LLC)

Customer Reimbursement for <u>Safety</u> Related Recall Repairs Effective with Safety related recalls initiated January 15, 2003

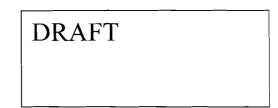
The customer is encouraged to request reimbursement from their authorized BMW motorcycle dealer. Alternatively, the customer may submit the request for reimbursement to the following address:

Customer Relations and Services Department BMW of North America, LLC P.O. Box 1227 Westwood, NJ 07675-1227

#### In all cases:

- Repair expenses pertaining to the subject of the safety recall are reimbursable, not consequential expenses such as towing, rental, accommodations, damage repairs, etc.
- Expenses from repair facilities outside of the BMW motorcycle dealer network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.
- When BMW Genuine Parts are used, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

The authorized BMW motorcycle dealer will request a copy of the owner notification letter, as well as, a copy of the owner's previously paid invoice, and then inspect the vehicle (if still in the possession of the invoice holder) to determine the scope and quality of the previous repair. Claims shall be processed within 60 days of receipt.



### June 2008

Recall Campaign No. 08V-xxx, R1200 R, R1200 GS, R1200 ST **Front brake lines** 

Dear BMW Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

BMW AG has decided that a defect which relates to motor vehicle safety exists in certain 2008 BMW R1200 R, R1200 GS and R1200 GS Adventure motorcycles. Our records indicate that you are the owner of a potentially affected motorcycle.

We sincerely apologize for any inconvenience this may cause you.

### **DESCRIPTION OF DEFECT**

The problem involves the front brake lines. Due to the shape of the front brake lines, it is possible that during riding and related vibration, the brake lines could be under strain. If the vibration is severe, a split could develop in the lines, and a leak could start to occur. If the leak became significant, and the level of brake fluid in the reservoir dropped significantly, the front brakes could fail. However, the rear brakes are available and are capable of slowing and stopping the motorcycle.

You must have this problem corrected immediately. Failure to observe the following precautions, in conjunction with traffic and road conditions, and the rider's reactions, could increase the risk of a crash.

## PRECAUTIONS FOR YOUR SAFETY

- 1. PLEASE CONTACT YOUR AUTHORIZED BMW MOTORCYCLE DEALER IMMEDIATELY TO HAVE THE NECESSARY REPAIR PERFORMED AS SOON AS POSSIBLE.
- 2. Should you need BMW Motorcycle Roadside Assistance, they can be reached at 1-877-680-2176.
- 3. If you are not the only rider of this motorcycle, please advise all other riders of this motorcycle of this important information.

### **DESCRIPTION OF REPAIR**

Your motorcycle will have new brake lines, with modified routing, installed.

The actual repair may take up to one hour; however additional time may be required depending upon the BMW motorcycle dealer's scheduling and processing. This work will be performed *free of charge* by your Authorized BMW motorcycle dealer.

#### OTHER INFORMATION

If you are no longer the owner of this motorcycle, we would appreciate you furnishing us with the name and address of the new owner using the enclosed postage-paid card.

If you are a lessor of this motorcycle, Federal Regulations require you to forward this notice to your lessee.

If you have already had this repair performed at your own expense, please see the attachment regarding possible eligibility for reimbursement.

Again, we sincerely apologize for any inconvenience this may cause you.

# Should you have any questions about this campaign, please contact your Authorized BMW motorcycle dealer.

We appreciate your confidence in our product, and we wish to do everything we can to retain your confidence. Should you need additional assistance, you may contact BMW Customer Relations and Services by telephone at 1-800-831-1117, or by email at CustomerService@bmwmotorcycles.com.

If the BMW motorcycle dealer is unable to remedy the defect without charge or within a reasonable period of time, you may notify the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov.

BMW OF NORTH AMERICA, LLC

## TREAD ACT CUSTOMER REIMBURSEMENT PLAN (BMW of North America, LLC)

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized BMW motorcycle dealer. Expenses from repair facilities outside of the BMW motorcycle dealer network will be considered; however, the procedure must meet BMW standards and use BMW Genuine Parts.

Your authorized BMW motorcycle dealer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice, and then inspect the vehicle (if it is still in your possession) prior to submitting a claim on your behalf to BMW of North America, LLC for reimbursement.

### Please note the following:

- Only a repair that is the subject of this safety recall is reimbursable. Consequential
  expenses such as towing, rental, accommodations, damage repairs, etc will not be
  reimbursed.
- When BMW Genuine Parts are used, the Manufacturers Suggested Retail Price (MSRP) will be considered as the guideline for reasonable charges.
- Expenses for repairs performed more than 10 days after the date of the last owner notification letter sent by BMW are not eligible for reimbursement.
- Taxes and hazardous waste disposal, where previously paid, are eligible for reimbursement.
- BMW will not reimburse for prior repairs that did not utilize BMW Genuine Parts.

We anticipate that your authorized BMW motorcycle dealer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair. If you qualify for such a reimbursement, they will also be able to advise you of the manner in which you could receive reimbursement.

We recommend that your authorized BMW motorcycle dealer be your primary contact on this issue; however, our Customer Relations and Services Department may be contacted at 1-800-831-1117 for any special assistance that you may require.

Alternatively, you may submit your request for reimbursement to the following address:

Customer Relations and Services Department BMW of North America, LLC P.O. Box 1227 Westwood, NJ 07675-1227